



**HEXAGON**  
PPM

**FREQUENTLY ASKED QUESTIONS**

**CADWORX**

QUESTIONS AND ANSWERS



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**Use CADWorx software to improve the quality, efficiency, safety and cost effectiveness of those served by plant design.**

CADWorx and Analysis Solutions (Hexagon PPM) products have become the first choice among those involved in the creation of quality plant design and engineering analysis deliverables. In real-world application, Hexagon PPM products have helped reduce man-hours and costs by 50% and more for designers, engineers and owner operators. Hexagon PPM offers integrated and scalable solutions that are easy to learn and use.

## GENERAL INFORMATION

Hexagon PPM is a provider of software for multiple plant design and engineering disciplines. Hexagon PPM aims are, that design and engineering should share relevant information seamlessly, thereby maintaining accuracy and improving efficiency.

### WHO USES HEXAGON PPM SOFTWARE?

Nine out of 10 of the world's major engineering firms and corporate owner operators use Hexagon PPM products. They know our products are accepted as industry standards for design and engineering, so they are assured of proven solutions that are used and accepted worldwide by their peers. For more product information please visit [www.coade.com/overview](http://www.coade.com/overview).

### WHAT IS CADWORX?

CADWorx is a Plant Design Suite for intelligent plant design modeling, process schematics and automatic production of plant design deliverables. Please visit [www.coade.com/cadworx](http://www.coade.com/cadworx).

### WHAT ARE THE MAIN BENEFITS OF USING CADWORX?

The benefit of CADWorx is that this software is quick and easy to set up and use, so you can start designing right away. Thousands of companies are benefiting from the powerful, yet scalable, solutions that Hexagon PPM develops. If you have work to do, correctly, on time, and under budget, you too should be using Hexagon PPM software.

## CADWORX THE RIGHT TOOL

Since its introduction, CADWorx has revolutionized the plant design industry with its ease of use, flexibility, interconnectivity, and scalability. This software is trusted by over 80% of the leading plant engineering companies and owner operators worldwide to deliver accurate, reliable results.

### WHY IS CADWORX EASY?

CADWorx is easy to use because the software is AutoCAD/BricsCAD based and utilizes exactly the same command structure and methodology with which all AutoCAD and BricsCAD users are already familiar. This, along with the intuitive work flow of CADWorx, assures that the large base of trained AutoCAD and BricsCAD users can become productive within days of first encountering the product. Likewise, the large

set of template specifications and component databases shipped with the product, coupled with the product's smooth 2D to 3D transition, database flexibility, and easy on-the-fly customization (no programming required) allows even the most casual users to easily and quickly ensure that CADWorx works exactly the way that they do (or the way they have always really wanted to). The simplicity of CADWorx allows all projects to be fast tracked, saving hundreds of training, engineering, and design hours, not to mention administrative overhead costs. On the typical CADWorx project, plant designers find that they can start laying pipe within hours of installing the software.

## **WHY IS CADWORX OPEN?**

CADWorx is open because it can be adapted to the customer's existing work process, eliminating the requirement of following constrictive processes found in most software. This is done both by ensuring that the product adheres to non-proprietary, easily customized database structure and by conforming to de-facto commercial standards as a means of providing interoperability with other software. So, what does this mean to you? CADWorx's database can be quickly structured to match those used by your data warehouse or individual applications, thus becoming a natural part of the company's ERP processes. Likewise, CADWorx's strict adherence to such commercial standards as Autodesk's standard DWG format and Hexagon PPM/Alias' PCF format allows CADWorx to easily interface with the hundreds or thousands of other applications which also use those standards.

## **WHY IS CADWORX SCALABLE?**

CADWorx is a scalable solution because it combines ease of use and quick startup with full functionality and extensive integration and data sharing capabilities. This allows CADWorx's advantages to be focused according to the project's demands. Smaller, simpler, projects can take advantage of CADWorx's rapid startup and small overhead needs to meet tight timelines and budgets. Larger, more complex, projects, can take advantage of CADWorx's automation and integration to reap downstream savings. The best thing is that CADWorx's additional capabilities can be implemented incrementally, as needed, to match the sophistication of your project or the skills of your staff – in contrast to the “all or nothing” approach that many competing applications impose. From small skids to large plants, multiple users can work together efficiently with greater ease and with superior results to tackle the most challenging and complex projects.



## PURCHASING

### WHAT ARE THE PURCHASING OPTIONS?

CADWorx may be purchased through our reseller network and direct from Hexagon PPM. To find your local reseller, visit [www.coade.com/dealer.shtml](http://www.coade.com/dealer.shtml). For Hexagon PPM, contact us at: 7840 N. Sam Houston Pkwy W., Suite 100, Houston, TX 77064, Phone Number (1) 281-890-4566, Toll Free Phone Number 1-800-899-8787 or email [sales.icas@hexagon.com](mailto:sales.icas@hexagon.com).

### WHAT IS HEXAGON PPM GLOBAL NETWORK DEALERS (IGNDS)?

IGND's are The Hexagon PPM Standard-bearer(s) around the world. They have been developed to work together as the local face of Hexagon PPM. Providing product sales and support in your local time zone and language. IGND's have certified instructors and consultation specialist to help clients define and meet their requirements at all levels. The worldwide IGNDS work together to ensure that Hexagon PPM multinational clients have access to the right products, training, and consultation anywhere around the globe.

### WHAT IS A HEXAGON PPM AUTHORIZED RESELLER?

Authorized Resellers are the local Hexagon PPM software experts who provide local sales and support to clients in their respective regions.

### ARE THERE FREE EVALUATIONS OF CADWORX PRODUCTS?

Yes, free evaluations are available. The trial permits limited use of the product without the ability to print or save. The second option is a free 30-day full license. This license is for those interested in more applied evaluation of the product. The 30-day evaluation gives users unlimited restriction and access to all product features. For more information, contact [sales.icas@hexagon.com](mailto:sales.icas@hexagon.com).

### DOES HEXAGON PPM OFFER PURCHASING DISCOUNTS?

No. there are no purchasing discounts at this time.

### CAN CADWORX PRODUCTS BE LEASED?

Yes, leases are available starting at one month.

### CAN A LIVE PRESENTATION BE GIVEN BY THE LOCAL RESELLER OR BY HEXAGON PPM?

Yes, Hexagon PPM and its resellers have personnel that provide live product presentations that answer simple to complex technical questions and we understand project work flow specific questions. For more information, please contact your local distributor at [www.coade.com/dealer.shtml](http://www.coade.com/dealer.shtml), or contact Hexagon PPM at [sales.icas@hexagon.com](mailto:sales.icas@hexagon.com).

## **CAN AN ONLINE WEB DEMO BE GIVEN?**

Yes, online web demonstrations can be setup. Contact Hexagon PPM or your local reseller for more information.

## **WHAT ARE THE BENEFITS TO HAVING CADWORX MAINTENANCE?**

CADWorx Maintenance includes program updates, qualified technical support from the reseller and Hexagon PPM.

# **SUPPORT AND TRAINING**

## **DOES HEXAGON PPM OFFER LOCAL CADWORX SUPPORT?**

Yes, Hexagon PPM resellers offer local CADWorx support in different regions. These product specialists are prepared to assist their clients with the day-to-day questions at no cost.

## **WHO SHOULD CUSTOMERS CONTACT FIRST FOR SUPPORT?**

Customer should first contact their local reseller. To find a local reseller, visit [www.coade.com/dealers.html](http://www.coade.com/dealers.html).

## **DO LOCAL RESELLERS HOST CADWORX TRAINING?**

Yes, most of the Hexagon PPM resellers have training centers and classes that are taught regularly. Visit with your local reseller on cost, training dates, and time. To find a local reseller, visit [www.coade.com/dealers.html](http://www.coade.com/dealers.html).

## **DO CUSTOMERS HAVE AN OPTION TO HIRE HEXAGON PPM STAFF FOR CADWORX TRAINING?**

Yes, customers have the option of hiring a Hexagon PPM CADWorx Specialized Trainer. Please email [sales.icas@hexagon.com](mailto:sales.icas@hexagon.com) for more information.

## **CAN A VIDEO COURSE BE PURCHASED FOR SELF-PACED PRODUCTIVITY TRAINING?**

Yes. The Hexagon PPM Video Training Course is the only plant and piping design video training course that is approved by Hexagon PPM and developed with designers in mind. CADWorx Plant Professional users can learn the software at their own pace. This specially designed training includes dozens of videos and step-by-step instruction to deliver the knowledge users need to boost their plant and piping design efficiency. For more information on this training, please visit [www.pipingdesignonline.com](http://www.pipingdesignonline.com).

## ONLINE RESOURCES

### DOES HEXAGON PPM HAVE AN ONLINE HEXAGON PPM CADWORX BLOG?

Yes, go to <http://www.coade.typepad.com/coadeinsider>.

### WHERE CAN I FIND ONLINE CADWORX DISCUSSION FORUMS?

Go to [www.coade.com/forums](http://www.coade.com/forums).

### HOW DO CUSTOMERS KEEP INFORMED OF UP-TO-DATE PRODUCT RELATED INFORMATION?

Register your product and stay in touch with the latest on your product. To register, go to [www.coade.com/productreg](http://www.coade.com/productreg).

### HOW CAN CUSTOMERS STAY IN TOUCH WITH HEXAGON PPM?

To stay in touch with Hexagon PPM, sign up for Hexagon PPM Insider Newsletter. To register, visit <http://www.coade.typepad.com/coadeinsider>.

## LICENSING

### WHAT IS A HARDWARE LOCK?

Hardware locks are software locking mechanisms used by many software vendors. These are small USB keys that attach to the USB port of the computer.

### WILL MY HARDWARE LOCK LICENSE EXPIRE AFTER A YEAR?

No, a Full License of CADWorx never expires. When customers purchase CADWorx, they receive a permanent license.

### CAN LICENSES BE PURCHASED FOR ONE USER?

Yes, standalone licenses may be purchased for one user.

### CAN MULTI-SEAT LICENSES BE PURCHASED?

Yes, multi-seat licenses are placed on a network lock.

## COMPATIBILITY

### WHICH PLATFORMS DOES CADWORX WORK WITH?

CADWorx works with compatible versions of AutoCAD and BricsCAD. All drawings generated with CADWorx are standard DWG format deliverables.

### WHAT VERSIONS OF AUTOCAD/BRICSCAD IS CADWORX COMPATIBLE WITH?

Refer to the CADWorx version-specific Compatibility Matrix available with your CADWorx reseller for details regarding AutoCAD and BricsCAD version compatibility.

### CAN A CADWORX MODEL BE OPENED IN JUST AUTOCAD?

Yes, drawings may be opened using AutoCAD. The native drawing format of a CADWorx drawing is a standard DWG format file. CADWorx is compatible with the following Autodesk vertical products:

- AutoCAD Mechanical
- AutoCAD Electrical
- AutoCAD Architecture
- AutoCAD MEP
- AutoCAD Civil 3D
- AutoCAD Map 3D

### CAN A CADWORX MODEL BE OPENED IN ANY BRICSCAD EDITION?

The native drawing format of a CADWorx drawing is a standard DWG format file. CADWorx works with compatible versions of the BricsCAD Pro and BricsCAD Platinum editions.

### DOES CADWORX WORK ON 32- AND 64-BIT PLATFORMS?

As of CADWorx 2016, 64-bit platforms only are supported.

## PLATFORM AND SYSTEM REQUIREMENTS

As defined by current Autodesk or BricsCAD platform system requirements.

## PRODUCT ENHANCEMENTS

### HOW OFTEN DOES HEXAGON PPM RELEASE A NEW UPDATE TO CADWORX?

Hexagon PPM typically releases their new feature version of CADWorx once a year.

## WHO HAS ACCESS TO THE LATEST CADWORX UPDATES AND ENHANCEMENTS?

All users with current maintenance contract have access to the latest updates. For more information, contact Hexagon PPM.

## GET INVOLVED WITH CADWORX

### CAN CUSTOMERS SUBMIT PRODUCT ENHANCEMENT REQUEST DIRECTLY TO HEXAGON PPM?

Yes, everyone may submit product enhancement requests. Hexagon PPM interacts with and listens to customers, then responds by developing new solutions and enhancing current products to address customers' needs in ways that improve their work processes. This customer-centric focus helps us to grow our product line to serve an ever-broader base of users and applications, which in turn further increases opportunities for our clients to enjoy the benefits of interdisciplinary collaboration with other departments and organizations. To submit a request, visit <https://crmweb.intergraph.com>.

### HOW ARE THESE ENHANCEMENT REQUESTS MONITORED?

Enhancement requests are evaluated and prioritized based on a given industry and market. Hexagon PPM prioritizes request based on the highest number of our users.

### HOW DO I GET REGISTERED TO BETA TEST CADWORX NEXT YEAR?

Every year, Hexagon PPM looks for beta testers. If you are interested in participating, please email our CADWorx Product Manager.

### CAN USERS TAKE A HEXAGON PPM OFFICIAL CADWORX CERTIFICATION EXAM?

Yes, this certification documents users design credentials for themselves and their employer. Employers can have a clear ranking of the level of competence of CADWorx users which leads to a number of benefits. Please visit [www.pipingdesignonline.com/courses.html](http://www.pipingdesignonline.com/courses.html). The certification is based on the Hexagon PPM Video Training Courseware.

#### For Employers

- Rank current and prospective employees on their level of the competence.
- Utilize employee's expertise effectively in project assignments.

#### For End Users

- Find out how much you don't know about the CADWorx Plant Pro software. Interactive feedback helps you pinpoint weakness you need to focus on before the projects begin.
- Adds to your credentials and resume.
- Identifies you as a part of an elite fraternity of Excellence.

### For Students

- Receive a certificate from Hexagon PPM which certifies your skill level.
- Adds to your credentials and resume.
- Allows your current and future employers have confidence in your abilities.

Please email [admin@pipingdesignonline.com](mailto:admin@pipingdesignonline.com) for more information.

## LICENSE COMPLIANCY

### **WHAT CAN A HEXAGON PPM LEGITIMATE CUSTOMER DO TO HELP RISE ABOVE THOSE THAT USE ILLEGAL COPIES OF SOFTWARE?**

Keep track of your software assets and help support Hexagon PPM against piracy prevention. Hexagon PPM issues your company an official letter indicative of how much we appreciate your business which then lists the number of licenses your company holds. Use this Hexagon PPM compliance letter and present it next time you bid for a project.

### **OUR COMPANY WANTS A SOFTWARE CERTIFICATION LETTER, WHO DO I CONTACT?**

To obtain a certification letter, contact your local reseller or [sales.icas@hexagon.com](mailto:sales.icas@hexagon.com).